

**MAINTENANCE SERVICES OF GOVERNMENT-OWNED HEWLETT-
PACKARD MANUFACTURED ADP EQUIPMENT**
PURCHASE DESCRIPTION

SECTION 1 – SCOPE:

- This Purchase Description (PD) sets forth the requirements for Remedial and Scheduled Preventive Maintenance services of Government-Owned/Government Operated Automated Data Processing Equipment (ADPE) of Hewlett-Packard manufactured equipment. The equipment is located at the TRADOC Analysis Center (Bldgs 1400 and 1401) at White Sands Missile Range, NM.

SECTION 2 – APPLICABLE DOCUMENTS:

- Original Equipment Manufacturer's (OEM) commercially available maintenance manuals for all Government-owned HP manufactured equipment are to be maintained by the contractor. Manuals owned by the Government will be available to the contractor as Government Furnished Equipment (when available).

SECTION 3 – GENERAL REQUIREMENTS:

• **3.1 Remedial Maintenance:**

3.1.1 The contractor shall provide all labor, supervision, tools, materials (including manuals and schematics), parts, equipment, and transportation necessary to maintain the TRAC HP ADP hardware.

3.1.2 The contractor shall provide maintenance (labor and parts) at the prices shown in the contract and shall keep the equipment in operating condition, consistent with the Original Equipment Manufacturer's (OEM) requirements. Maintenance service shall not include electrical work external to the equipment, the furnishing of supplies, and adding or removing accessories, attachments, or other devices. It shall not include repair of damage resulting from accident, transportation between Government sites, neglect, misuse, failure or electrical power, air-conditioning, humidity control, or causes other than ordinary use.

3.1.3 The contractor shall provide personnel experienced and qualified to perform the required services in accordance with OEM practices and standards.

3.1.4 Under certain conditions, equipment malfunctions can occur and the exact cause of the malfunction is difficult to determine. The contractor shall be responsible for determining and implementing appropriate solutions to hardware and firmware problems.

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3.1.5 The contractor's personnel shall arrive and provide services at the designated point within the resolution time from the time that he is notified that the remedial maintenance is required. If maintenance personnel fail to provide resolution at the Government's site within the time specified, the contractor payment will be withheld. The Government reserves the right to contact the OEM for maintenance services should the contractor's personnel fail to resolve the maintenance requirement within four (4) hours from the verbal order.

- **3.2 Preventive Maintenance:**

3.2.1 Preventive maintenance shall be scheduled to be performed so as not to interfere with the Government's operations. The frequency, duration and quality of preventive maintenance shall be equal to that provided by the OEM for similar equipment under their standard commercial maintenance contracts. The contractor shall specify in writing the frequency and duration of the preventive maintenance required for the equipment listed.

3.2.2 There shall be no additional maintenance charges for replacement parts unless such parts are required due to the fault or negligence of the Government, or catastrophe event, preventive maintenance, regardless of when performed and/or OEM maintenance in accordance with paragraph 3.1.

- **3.3 Maintenance Period:** 1 year

- **3.4 Equipment List Changes (Additions, Deletions, and Quantity Adjustments):** During the term of the contract, the Government may at its option, add or delete equipment. Maintenance charges for the added equipment shall be for the same type and model numbers, the charges specified in the contract; or for items not specified in the contract a mutually agreed upon charge no greater than the OEM's GSA schedule charge or commercial charge if no schedule is available. The Government may also add new features to its installed equipment base. The contractor shall accept maintenance responsibility for these feature(s) under the terms, conditions, and prices stated in the contract. If a similar feature is not in the contract, the maintenance charge will be mutually agreed upon. If a cost cannot be negotiated, the contractor shall accept the OEM's GSA contract maintenance price for the feature. Maintenance charges shall not exceed the OEM's GSA schedule maintenance prior or commercial charge if no schedule is available.

- **3.5 Minimum Qualifications:** Offerors shall provide information clearly establishing that personnel performing the contractual services are recognized service personnel with formal training in the maintenance of the equipment as

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listed in the inventory. The service personnel shall possess at least four (4) years of generalized ADP experience and two (2) years of specialized experience on HP manufactured equipment. A resume of each named service engineer designating

- who will be assigned to perform the maintenance services (including backup staff) must accompany the proposal.
- **3.6 Backup Staffing:** The offeror shall submit his plans for providing backup staffing in the case of illness, vacations, training, or temporary leave of regularly assigned service personnel. This plan shall be submitted to the Contracting Officer's Representative within five (5) duty days after contract award. Request 30 days advance notice of personnel substitution.
- **3.7 Maintenance Credit for Equipment Malfunction:** In the event a correctable malfunction has not be corrected and proper operation restored by the close of business (COB) of the duty day following the day of notification through no fault or negligence of the Government, downtime shall commence and credits shall be allowed. Downtime shall continue until the equipment is returned to OEM specifications. The Contractor shall grant a credit to the Government for each hour of downtime in the amount of one (1) percent of total monthly maintenance charge, plus like credit(s) for any other equipment maintained under this contract not usable as a result of the malfunction; however, the amount of credit granted for each item will not exceed the total monthly maintenance charge for that item. Failure to restore the equipment on line and to OEM specifications shall render the Contractor's performance unsatisfactory and liable to default action.
- **3.8 Normal Working Hours:** Performance shall be in accordance with the Flexible Compressed (5/4/9) Work Schedule
- **3.9 Removal of Equipment:** Equipment shall not be removed from the Government installation for maintenance and repair without prior Government approval
- **3.10 Response Time:** Response time is measured in elapsed coverage hours from the time a service request is received until the time a Contractor Service Engineer arrives at the Government's site. For the purpose of this requirement, the response time is within four (4) duty hours of receipt of a call.
- **3.11 Government Furnished Facilities and Utilities:** No Government Furnished Facilities and No Government Furnished Utilities will be provided.

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EQUIPMENT LIST:

ITEM	QTY	DESCRIPTION	UNIT PRICE	TOTAL
A4231A	6	C180 CPU – S/N: US67441512 S/N: US67441513 S/N: US67441514 S/N: US67441515 S/N: US67441320 S/N: US67441322		
C3540A	1	COLOR LASER PRINTER – S/N: USB5B04053		
C3166A	1	LASER PRINTER – S/N: USDD000448		
A4523A	2	CPU C180-XP – S/N: US67070316 S/N: US57070317		
C3167A	1	5si MX PRINTER – S/N: USBK155611		
A4318-70697	11	C200 CPU – S/N: US68179449 S/N: US68179450 S/N: US68179454 S/N: US68179466 S/N: US68179469 S/N: US68179479 S/N: US68179483 S/N: US68179486 S/N: US68179491 S/N: US68179495 S/N: US68179538		
2566B	1	900 LPM Line Printer, Dot Matrix Impact – S/N: 2908A04846		
A4231A	12	C180 Performance Workstation – S/N: US67070291 S/N: US67070293 S/N: US67070297 S/N: US67070299 S/N: US67070300 S/N: US67070301 S/N: US67070302 S/N: US67070304 S/N: US67070307 S/N: US67070308 S/N: US67070309 S/N: US67070311		

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A4954A	15	C240 Workstation – S/N: US68296861 S/N: US68297581 S/N: US68297760 S/N: US68297764 S/N: US68297767 S/N: US68297771 S/N: US68297775 S/N: US68297779 S/N: US68297782 S/N: US68297784 S/N: US68297809 S/N: US68307871 S/N: US68307875 S/N: US68307872 S/N: US68308573		
A4231A	7	C180 Performance Workstation – S/N: US67070313 S/N: US67185636 S/N: US67185612 S/N: US67185615 S/N: US67185640 S/N: US67185627 S/N: US67185621		
119-2468-07/1531 20	1	Tektronix Data Tablet – SN: K038243 w/CPU S/N: B01911 and Keyboard S/N: 501 5587		
119-2468-07/1531 19	1	Tektronix Data Tablet – S/N: K034530 w/CPU S/N: B064372 and Keyboard S/N: 5015584		
119-2468-07/1531 19	1	Tektronix Data Tablet – S/N: K042638 w/CPU S/N: B064178 and Keyboard S/N: JP01288		
C360 (swg1)	1	HP Monitor – S/N: JP74301658 w/HP CPU S/N: 69173721, Keyboard S/N: MX03346299 and HP Mouse SN: LZA91051182		

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B1000 (seg)	1	Monitor S/N: TW93005624 w/CPU S/N: US19389580, Keyboard S/N: M9908004971 and Mouse S/N: LZE92651804		
B1000 (seg)	1	Monitor SN: TW93006093 w/CPU SN: US19389594, Keyboard S/N: M9907001470 and Mouse S/N: LZE92650498		
B1000 (seg4)	1	Monitor S/N: TW93006079 w/CPU S/N: US19345654, Keyboard S/N: M9907001433 and Mouse S/N: LZE92650462		
B1000 (seg8)	1	Monitor S/N: TW93005627 w/CPU S/N: US19389588, Keyboard SN: M9907000870 and Mouse S/N: LZE92650588		
B3000 (seg5)	1	Monitor S/N: TW93005632 w/CPU S/N: US19380053, Keyboard S/N: M9907001881 and Mouse S/N: LZE92650035		
C3000 C3000	1	Monitor S/N: JP01042678 CPU, SN: US19514401 Keyboard S/N: M9909003138		
C3000	1	Monitor S/N: TW93006092 w/CPU S/N: US19380061, Keyboard S/N: M9907001875 and Mouse S/N: LZE92650067		
C3000	1	CPU (Ft Polk) S/N: US19380083 w/Monitor S/N: MS20715244, Keyboard S/N: M9908004970 and Mouse S/N: LZE92650495		
C3000	1	CPU (Ft Lewis) S/N: US19380091 w/Monitor, Keyboard and Mouse		
C3000	9	CPU – S/N: US 19389791 S/N: US19389352 S/N: US19389834		

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		S/N: US19389537 S/N: US 19389395 S/N: US19389543 S/N: US19389376 S/N: US19389773 S/N: US19389848		
A5983A	2	B2000 Desktop – S/N: SG02420215		
A5992A	2	S/N: SG02420543 C3600 Workstation –		
A5990A	2	S/N: SG04221038 S/N: SG04221033 J6000 –		
C6282R A	1	S/N: SG04020179 S/N: IE31105819 HP SureStore 818 DLT Autoloader – S/N: DE9AB00648		